

Virtual Care Physiotherapy – What to expect

Virtual care (or tele-rehabilitation) has been quietly gaining momentum in Canada over the last few years. Now, more than ever virtual care is revealing how important and innovative it is to provide rehabilitation services over the internet.

If you are interested in receiving virtual care you are required to have:

- **An appropriate device** – almost anything with internet and a camera will work (see **below for compatible devices**)
- **An appropriate area for the session to take place** – a quiet space, enough room to complete exercises in different positions (sitting, standing, laying), lighting to allow for clear visual over the camera

Here is what you need to know:

- The sessions will be face to face over a secure online program with your registered physiotherapist.
- The program is accessible through an email message with a link. It is very simple. We can set up a test call with you at home before your appointment to ensure it works for you.
- You will receive 2 email confirmations:
 - The first will come when the appointment is scheduled
 - The second will come 24 hours prior to your appointment
- Simply click on the link in the email message, and you will be directed to the program.
- Exercise and education will be the main focus of the sessions. Your therapist will be able to demonstrate exercises to you, and send you educational information and a copy of your exercise program via email, or direct file transfer during your session.
- Payments options: If your insurer allows us to directly bill, we will continue to do this for you. (many, but not all insurers authorize billing for virtual care. Contact our clinic for more info)
- If you need to make a payment, you can pay online through our secure portal, or by phone via credit card.

Compatible devices:

Our 3rd party software platform works on both mobile devices and laptops/desktops with cameras. The following devices have been tested and are known to be compatible: (Note that not all web browsers work)

- Windows PCs running Windows 7 or greater with **Chrome or Firefox (Internet Explorer does *not* work)**

- Apple Mac devices running macOS v10.11 or greater **Chrome or Firefox (Safari on an iMac or MacBook does *not* work)**
- Android devices*:
 - Samsung Galaxy S7, S8, S9 with Chrome
 - Samsung Galaxy S5 neo with Samsung browser
 - Google Pixel with Chrome
 - **Note***: Due to the large range of Android devices, it is not possible for our team to test all devices. Please note that devices that are not listed above may not be compatible with Orbcare.
- Apple iPhone devices:
 - Apple iPhone 6, 7, 8 (**Safari *does* work on an iPhone**)
- Apple iPad devices (**Safari *does* work on an iPad**)
- Please ensure your browsers have the latest versions
 - Chrome: <https://www.google.com/chrome>
 - Firefox: <https://www.mozilla.org/en-CA/firefox/new>

Other notes:

Your physiotherapist is fully registered and licensed in the province of Alberta, and will only provide Virtual Care services to patients located in Alberta. You can confirm your therapist's credentials at <https://www.physiotherapyalberta.ca/>

Your Virtual Care sessions will be guided by the ethical and professional requirements set out by the Physiotherapy Alberta – College + Association, no different than if you were to attend our clinic.

Your sessions will be guided by the same privacy of information requirements as any other interaction with our clinic. The video sessions will not be recorded, and there will be no one other than your therapist involved in the session, either on camera or off, unless discussed and agreed to by you and your therapist.

If you are new to the clinic and meeting your therapist for the first time through Virtual Care, you may be required to show proof of identification.